



BRAZOS TRANSIT DISTRICT

Fixed Route Passenger Guide

March 2023

Fixed Route Passenger Guide

Upon request, this guide will be made available in large print,
audio and Spanish formats.

Si requiere esta información en español, por favor póngase
en contacto con BTD en 979-778-0607.

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Fixed Route Transportation

About Brazos Transit District

Brazos Transit District (BTD) is a general public transportation provider. We operate Fixed Routes, ADA Paratransit, and Demand & Response services. BTD was founded in 1974 and provided service in the seven counties of the Brazos Valley Region. We now serve 16 counties in Central and East Texas encompassing 16,987 square miles with a population of 1,449,028 (US Census Bureau). We are a Political Subdivision of the State of Texas and receive funding through the Federal Transit Administration (FTA) and the Texas Department of Transportation (TxDOT).

Main Office

2117 Nuches Ln.
Bryan, Texas 77803
(979)778-0607 or (800)272-0039

Operations

1759 N. Earl Rudder Freeway
Bryan, Texas 77803

Roy Kelly Terminal

301 E. 26th Street
Bryan, Texas 77803
979-778-4489

Jennings Station

302 S. First Street
Lufkin, Texas 75901
936-639-2641

Transfer Point

3350 S. Texas Ave.
Bryan, Texas 77802
979-260-7730

Brazos Transit District (BTD) is the recipient of Federal funding to provide public transportation. BTD operates programs subject to the non-discrimination requirements under Title VI of the Civil Rights Act of 1964.

BTD is committed to providing non-discriminatory service and does not discriminate as to age, sex, sexual orientation, color, race, national origin, religion or non-religion, or disability, gender and gender identity. If you feel that you have been discriminated against you may file a complaint by calling (979)778-0607 ext. 7008, or (800)272-0039, via email to customer care@btd.org, or by mail to: Customer Care, 2117 Nuches Ln., Bryan, Texas, 77803.

The BTD's Title VI Plan is available on the BTD website, or contact BTD's Title VI Program Coordinator at (979)778-0607.

Service Area

Fixed Route service is provided in the Cities of Bryan/College Station, Cleveland, Diboll, Liberty/Dayton/Ames, Lufkin, and Nacogdoches.

Description of Service

Fixed Route - Travel the same path every hour on the hour beginning and ending at the Transfer Point. You may board the bus anywhere along the route so long as you are on the same side of the street as the entrance to the bus.

How to Ride - Riding the bus is easy! First you need to find the route nearest to your point of origin (your home, place of work, etc.). Then you look for the route nearest your destination (you might have to transfer to reach your destination). Find the time schedules so you will know when and where to board the bus nearest to you. The time schedules are listed on the website, the Ride BTM app and on the printed maps at all transfer points. Due to traffic, the times listed are approximately the times the bus should pass. Please allow an additional five minutes on either side. You may board the bus anywhere along the route by simply waving to signal the bus operator to stop. You must be on the same side as the approaching bus. If you have any questions, feel free to ask your bus operator. When approaching your destination, please notify the operator where to stop by pulling the cord near the window. All buses are accessible with a mobility device and the driver will lower the lift to assist those who could not otherwise board the bus. If needed, the driver will help maneuver the client and mobility device onto the lift.

Note: BTM may not be able to accommodate you if your mobility device is longer than 48" or wider than 30", or if your total weight with your mobility device is more than 600 pounds (49 CFR 37.165).

We are not a taxi service or an emergency medical service. You will be sharing the bus with other passengers, and the bus may make a number of stops picking up and dropping off other clients.

BTM may deny service if it's determined the person represents a direct threat to the health or safety of others, including our drivers and passengers. We encourage anyone who feels ill not to ride and should stay home. Do not enter or use BTM's services, system and property if such person currently has, or is exhibiting known or suspected symptoms of an infectious disease that endangers public health. Patrons should not board with uncovered health-related open sores and wounds; visible bodily fluids on clothing or skin.

Days & Hours

General days and hours of operation for Fixed Route service are Monday through Friday from 5:00 am to 7:00 pm based on your location, excluding holidays. Administration office hours are Monday through Friday from 8:00 am to 5:00 pm, excluding holidays.

Bryan, College Station, Nacogdoches, Lufkin and Diboll	5:00 am to 7:00 pm
Cleveland, Liberty, Dayton and Ames	9:00 am to 4:00 pm

Fares, Tickets & Passes

The one-way fare must be paid each time you board the bus. Drivers accept cash, tickets, and passes, but do not accept checks. Please have exact fare ready. Drivers do not carry, handle cash, or make change. Children under 6 are free with paying customer.

<u>Cash Fares</u>		<u>Reduced Cash Fares</u>	
General Public <i>one-way</i>	\$1.00	Seniors <i>one-way with S-Pass (65 and over)</i>	\$0.50
Children 6-12 <i>one-way</i>	\$0.50	Disabled <i>one-way with D-Pass</i>	\$0.50
Children under 6 <i>with Paying Customer</i>	Free	Medicare <i>one-way with Medicare Card</i>	\$0.50
<u>Tickets & Passes</u>		<u>Reduced Tickets & Passes</u>	
Day Pass- <i>unlimited trips in one calendar day</i>	\$3.50	Day Pass- <i>unlimited trips in one calendar day</i>	\$1.75
Weekly Pass- <i>unlimited trips in 5 consecutive weekdays</i>	\$15.00	Weekly Pass- <i>unlimited trips in 5 consecutive weekdays</i>	\$7.50
Monthly Pass- <i>unlimited trips for 31 consecutive days</i>	\$45.00	Monthly Pass- <i>unlimited trips for 31 consecutive days</i>	\$22.50
Multi-Ride Pass (42 <i>one-way trips</i>)	\$42.00	*S&D Punch Pass (40 <i>one-way trips</i>)	\$20.00
Ticket Book (40 <i>one-way trips</i>)	\$40.00		
BTD/TAMU Pass (<i>valid Jan.-Dec.</i>) For non-students to ride the Aggie Spirit Buses	\$35.00		

Fares, Tickets & Passes, Cont.

*S&D Punch Passes are only available to clients who have been issued either a S-Pass or D-Pass card. An S-Pass or D-Pass Card must be shown to the driver each time the S&D Punch Pass is used.

*Current Texas A&M and Blinn students may ride BTD Fixed Routes in Bryan/College Station for no charge if a current student ID is presented to the bus driver and all information must be clear and legible on the ID.

*Tickets may be purchased by credit card over the phone (979)778-0607 ext. 0, by mail, or at BTD offices located at:

Main Office
2117 Nuches Ln.
Bryan, Texas 77803
(979)778-0607
(800)272-0039

Transfer Point
3350 S. Texas Ave.
Bryan, Texas 77802
979-260-7730

Roy Kelly Terminal
301 E. 26th Street
Bryan, Texas 77803
979-778-4489

Jennings Station
302 S. First Street
Lufkin, Texas 75901
936-639-2641

If paying with cash at an office, please have the exact amount as we do not have cash on hand to make change. Checks and money orders should be made payable to BRAZOS TRANSIT DISTRICT. We also accept Visa, MasterCard, American Express, and Discover credit cards. Cash is not accepted for mail purchases. If you have any questions regarding fares or ticket purchases, please contact BTD office at (979)778-0607 or (800)272-0039. Lost, destroyed, or unused tickets and passes will not be replaced or refunded.

Customer Requirements & Responsibilities

Passengers must be able to:

- Attend to their personal needs.
- Properly maintain and safely maneuver their mobility device if one is used.
- Count, gather and place the correct fare in the fare box. The driver may assist in placing the money in the fare box if the client is unable to, but the client must hand the driver the correct fare. Drivers are not permitted to remove money from purses, pockets or wallets.
- Ride without the assistance of the driver.

Passengers must:

- Be considerate of the driver and the other riders.
- Be ready to meet the bus at the curb.
- Not ask the driver to do more than he/she is allowed to do.

As a courtesy to other passengers, we request all passengers maintain acceptable standards of personal hygiene.

General Policies

- Smoking and the use of any tobacco products and/or e-cigs are prohibited.
- No eating or open containers allowed on any BTM vehicle.
- Only service animals are permitted in any BTM vehicle.
- Loud or abusive behavior or language including profanity/racial or vulgar comments will be cause for immediate removal from the vehicle and possible loss of ridership privileges.
- Passengers may only bring carry-on items that they can carry on in one trip. All items must fit comfortably on their lap and not protrude into the next seat or into the aisle.
- Drivers cannot help load or unload items.
- Passengers may not leave personal items on the bus. BTM is not responsible for personal items left on the bus. Passengers may call BTM at (800)272-0039 or (979)778-4480 to find out about any personal items they may have left on the vehicle. If recovered, BTM will hold personal items for thirty (30) days prior to disposal.
- Drivers do not perform medical assistance.
- BTM reserves the right to restrict certain items on all buses. Ex: shopping carts, wagons, luggage trolley, wheel barrows, trunks, appliances, etc.
- Strollers are permitted. Children must be removed from the stroller and the stroller must be folded up and patron waiting and ready to board when the bus arrives. Upon boarding the stroller may then be stowed in the row with the patron.
- Mobility aids (i.e. walkers, etc.) which can be folded must be folded and kept secure with the customer without blocking the aisle or doorways, or depriving another customer of a seat. At no time shall anyone use a walker as a seat even if it is secured.
- Drivers are not allowed to make any unauthorized route deviations.
- Riding BTM's vehicles under the influence of alcohol or illegal drugs is prohibited.
- Audio/music players are not permitted to be played aloud while on any vehicle of BTM.
- Boarding with uncovered health-related open sores and wounds; visible bodily fluids on clothing or skin is not permitted.
- Boarding with ailments that would cause a direct threat to the health and safety of others is not permitted.
- Do not enter or use BTM's services, system and property if such person currently has, or is exhibiting known or suspected symptoms of an infectious disease that endangers public health.
- Panhandling and soliciting are not allowed.
- Shirt, pants/shorts/skirt and shoes are required.
- Please do not interfere with the operation of a vehicle, including but not limited to talking to the operator while the vehicle is in motion.
- Spitting, urinating, defecating or exposing one's body parts will be subject for immediate removal from the vehicle and possible loss of ridership privileges.
- Please do not perform tasks of basic hygiene, such as clipping nails or flossing teeth while on board our vehicles.
- Customers must de-board after the vehicle has made a full round trip on its route or goes out of service.

Mobility Devices

The ADA definition of a wheelchair is a mobility device belonging to any class of three or more wheeled devices, usable indoors, designed or modified for and used by individuals with mobility impairment, whether operated manually or powered.

However, the ADA does not require transportation providers to accommodate devices that are not primarily designed or intended to assist persons with mobility disabilities (e.g., skateboards, bicycles, shopping carts), apart from general policies applicable to all passengers who might seek to bring such devices into a vehicle.

The Americans with Disabilities Act (ADA) states that a transportation provider may decline to carry a mobility device/occupant if the combined weight exceeds that of the lift specifications set by the manufacturer, or if the carriage of the mobility device is demonstrated to be inconsistent with legitimate safety requirements.

All of our vehicles are ADA accessible. However, BTD may not be able to accommodate you if your mobility device is longer than 48" or wider than 30", or if your total weight with your mobility device is more than 600 pounds (49 CFR 37.165).

Mobility devices should be sufficiently charged to accomplish your travel needs for the day. Drivers are not permitted to manually load an electric mobility device that is not sufficiently charged.

Mobility Device Securement & Seat Belt Policy

BTB requires all mobility devices to be secured with the tie-down equipment provided on the vehicle. Tie-down equipment includes straps to secure the mobility device to the floor along with lap and shoulder belts for the passenger. Although lap and shoulder belts are optional but highly recommended, the mobility device must be secured. Mobility devices must have brakes engaged while on-board. Service will be denied if the passenger refuses this policy.

Passengers who use mobility devices are encouraged to use a personal seat belt. Passengers are responsible for providing their own personal safety devices for mobility devices. A seat belt is considered a personal safety device that can be utilized on transit vehicles. BTB is not responsible for falls or injuries that may result from failure to equip or maintain the safety features of the passenger's adaptive equipment and/or mobility devices.

If needed, the driver will help maneuver the passenger onto the lift. BTB is not responsible for damages to mobility devices incurred in the normal operational procedures of the transit vehicle. Drivers will not operate an electric mobility device.

Service Animals

Service animals may travel on BTD's vehicles to assist individuals with disabilities, subject to the following conditions:

- Service animals must remain on a leash and under full control of the owner at all times.
- Service animals must not soil the vehicle.
- Service animals must not growl at customers, the driver, nor other service animals.
- Service animals may not occupy vehicle seat.

Drivers may ask the following questions about service animals:

- Is it a service animal?
- What type of tasks has the animal been trained to perform?

Special Accommodations

Reasonable Modification: BTD is committed to the Americans with Disabilities Act (ADA) and complies with all applicable rules and regulations issued by the United States Department of Transportation (USDOT) and the Federal Transit Administration (FTA). BTD provides reasonable modification to policies and procedures to customers with disabilities to ensure they can effectively use the agency's transit services. A reasonable modification is one in which the individual with a disability must have the modification to fully use the services provided by BTD for the purpose intended by BTD. Each request to a modification of the service provided by BTD must depend on the facts and circumstances of each individual situation.

Individuals requesting a modification should describe what they need in order for BTD to help them utilize buses and paratransit services. When feasible, please make any requests for modifications in advance by contacting: BTD Customer Service at 979-778-0607. Requests may not be considered if they require a fundamental alteration to service. BTD also cannot expose anyone or any equipment to health or safety risks. The reasonable modification requested must truly be needed by the passenger making the request in order for the trip to be made. Where a request for modification cannot be made and determined in advance, such as if a barrier or condition exists on fixed-route or paratransit service of about which an individual with a disability is unaware, a determination will be made at that time.

For more information, to make a request or to file a complaint regarding a failure to provide a reasonable modification to policies and procedures, please contact:

Customer Care

Email: customer care@btd.org

Phone: 979-778-0607

Mail: 2117 Nuches Ln., Bryan, TX 77803

Medical Equipment

If medically necessary, customers may travel with oxygen tanks and respirators when using Fixed Route service. Only one cylinder per person is allowed on the bus. Oxygen tanks are subject to inspection. Damaged or leaking cylinders will not be permitted on the bus. For safety reasons, oxygen tanks and respirators must be secured to prevent oxygen tanks from falling, or becoming dislodged and striking other objects or customers in the vehicle.

Personal Care Attendant

A Personal Care Attendant (PCA) is someone whose services or presence is medically or socially needed by the passenger to meet his/her personal needs, or to assist in traveling.

If a PCA is required you must complete and submit the Application for Fixed Route Service form. When the form has been completed and signed by your physician, there is no charge for a PCA to ride and such will be noted in your client record and on the D-pass.

APCA can be a caregiver, child, spouse, or a friend/neighbor who is needed to assist the passenger. PCA's must have the same pick-up and drop-off locations as the passenger. If you do not have anyone to assist you, check the yellow pages in the phone book under social service organizations.

Suspension of Service

The following infractions may result in a temporary to permanent suspension of BTS services. Unless noted below, the suspension will result in 30 working days for the first occurrence, 60 working days for the second occurrence, 90 working days for the third occurrence. The fourth occurrence may result in permanent suspension from riding any BTS bus.

- Loud and/or abusive behavior or language including profanity/racial or vulgar remarks directed at other passengers, or any staff member of BTS.
- Making threats to harm the driver or other passengers on board will result in a 90-day suspension from riding any BTS bus. Any further infractions of this nature may result in permanent suspension.
- Making threats to kill the driver, any BTS staff, or other passengers will result in permanent suspension of any BTS vehicle.
- Dangerous and disruptive behavior and/or physical abuse; defined as any action that could cause direct or indirect physical harm to the driver, vehicle, other passengers, any person, or BTS employee. Under the Patriot Act of 2001 violent acts against mass transportation workers, passengers, vehicles and facilities are federal crimes. This will result in permanent suspension from all BTS services.
- Use of any tobacco products and/or e-cigs are prohibited.

- Riding BTD's vehicles under the influence of alcohol or illegal drugs is prohibited.
- Fare evasion.
- Refusing to exit the vehicle.
- Disturbing the driver while on route.

On-Line Services

How to find nearest route: To find the closest fixed route to you, visit us on the web at <http://www.btd.org/fixed-routes/map/> and type in your address and city.

Mobile app: Download "Ride BTD" to view live maps & schedules, as well as track the location of your BTD bus. Available in the App Store and Google Play. Fixed Routes can also be viewed online at www.ridebtd.org.

Compliments, Comments & Complaints

Compliments, comments and/or complaints should be submitted in writing if possible. Correspondence should be sent to the Customer Care Representative at 2117 Nuches Ln., Bryan, Texas 77803, or via e-mail to customer care@btd.org. If a written submittal is a hardship due to a disability, please call (979)778-0607 ext. 7008, or (800)272-0039.

Compliments- If any staff has been particularly helpful, or has gone out of their way to provide assistance, please let us know so we can acknowledge the employee's performance.

Comments- Any comments or suggestions you may have can be sent to the attention of the Customer Care Representative.

Complaints- Complaints should be submitted to the Customer Care Representative within three business days of occurrence to ensure an appropriate response. Serious problems should be reported immediately. The complaint will be investigated by the responsible staff who will send the results of the investigation to the Customer Care Representative. The Customer Care Representative will then contact the complainant with the results of the investigation.

Appeals Process

The appeals process may be used when a passenger wishes to appeal the decision of BTB's staff regarding a suspension of service. Passengers will not be granted access to BTB's service during the appeals process.

Within 30 working days after the determination of ineligibility, the individual should file a written complaint to:

Brazos Transit District
Customer Service Department
2117 Nuches Ln
Bryan, Texas 77803

The individual may submit all documentation stating their case and not request a hearing, if desired. Within five working days of receiving the complaint, the complainant will be notified in writing by BTB the result of the appeal. If a hearing is requested, upon receipt of the appeal, the Customer Service Department will contact the individual within five working days to schedule an opportunity for the individual to be heard in person to present information and arguments. This hearing will be conducted at BTB's office by a representative of the Customer Service Department and the Deputy CEO/General Manager. Within five working days of this hearing, the complainant will be notified in writing by BTB as to the result of the hearing.

Individuals dissatisfied with the results of the appeals hearing may appeal the decision of the hearing to the Deputy CEO/General Manager of BTB. Appeals to the Deputy CEO/General Manager should be filed in writing to 2117 Nuches Ln., Bryan, Texas 77803 or by calling (979)778-0607 ext. 0 or (800)272-0039. All such appeals will follow policy and procedures outlined by BTB. BTB will provide transportation, if requested, for all appeals related hearings.

Important Telephone Numbers

- Brazos Transit District Administrative office: (979)778-0607 or (800)272-0039
- Fax line for completed applications: (979)778-3606

Brazos Transit District Website

www.btd.org



Brazos Transit District

Disabled & Senior Pass Application

This pass allows you to ride the fixed routes for half fare. Fixed Routes travel the same designated route hourly and are in the cities of Bryan/College Station, Cleveland, Diboll, Liberty/Dayton/Ames, Lufkin, Nacogdoches. All buses are accessible. You may board the bus anywhere safe along the route if you are on the same side of the street as the entrance to the bus. To find the closest fixed route to you visit us at <http://www.btd.org/fixed-routes/map/> or call 1-800-272-0039.

Applications are for Fixed Route ONLY, not for ADA Paratransit or Demand and Response Service.

If you need an application mailed to you please call 979-778-0607 ext. 0

Applications are also available for pick up and the locations listed below or download applications from our website at www.btd.org/fares-and-passes/

Main Office

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